



## *The DoIT Digest*

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### **This Week:**

- **Rapid Results at DoIT**
- **Successful Cybersecurity Month**
- **DoIT In the News**

### **Rapid Results at DoIT**

The Rapid Results program is quickly gaining momentum and DoIT's Service Desk initiative is a shining example. The program uses LEAN methodology to help State of Illinois employees drive results and instill a culture of continuous improvement (more information found [here](#)). The Service Desk was able to improve customer experiences and provide faster ticket processing. To date, an 80% reduction in open customer tickets has been experienced. Great job to all of those involved!

### **Successful Cybersecurity Awareness Month**

National Cybersecurity Awareness Month is wrapping up and much has been accomplished by DoIT's Security Team, including offering agency assessments and security training for all state employees (more information below). DoIT is increasing awareness through many tools, including educational (and fun!) videos such as the one found [here](#).



### **DoIT In the News**

News of Illinois' progress with IT Transformation is growing around the country and there's been a steady increase of media interest. To view the coverage and see the latest news, you can go to "DoIT In the News" on our public website found [here](#).

## ***DoIT FYIs & Reminders***

### **Security Awareness Training**

All DoIT employees and contractors are required to take the security awareness training to ensure that we're leading the march toward improved cybersecurity for the State of Illinois. More information can be found [here](#).

### **Go Cubs Go!**

Governor Rauner is allowing employees to support our home state team by wearing Cubs hats or jerseys through the end of the World Series, provided it is approved by a direct manager.

As always, send questions to [IT.Transformation@Illinois.gov](mailto:IT.Transformation@Illinois.gov)